



February 12, 2021

**VIA ELECTRONIC FILING**

The Honorable Jocelyn G. Boyd  
Chief Clerk/Administrator  
**Public Service Commission of South Carolina**  
101 Executive Center Drive  
Columbia, South Carolina 29210

RE: Friends of the Earth and Sierra Club, Complainant/Petitioner v.  
South Carolina Electric & Gas Company, Defendant/Respondent  
Docket No. 2017-207-E

Request of the Office of Regulatory Staff for Rate Relief to South  
Carolina Electric & Gas Company's Rates Pursuant to S.C. Code  
Ann. § 58-27-920  
Docket No. 2017-305-E

Joint Application and Petition of South Carolina Electric & Gas  
Company and Dominion Energy, Incorporated for Review and  
Approval of a Proposed Business Combination between SCANA  
Corporation and Dominion Energy, Incorporated, as May Be  
Required, and for a Prudency Determination Regarding the  
Abandonment of the V.C. Summer Units 2 & 3 Project and  
Associated Customer Benefits and Cost Recovery Plans  
Docket No. 2017-370-E

Dear Ms. Boyd:

By Order No. 2018-804, dated December 21, 2018, the Public Service Commission of South Carolina ("Commission") ordered Dominion Energy South Carolina, Inc. ("DESC" or "Company") to provide certain service quality reports on a quarterly basis with the initial report to be made no less than six (6) months after the close of the transaction, which occurred on January 1, 2019. More specifically, for electric operations, the Commission ordered DESC to provide quarterly SAIDI and SAIFI reporting provided by the Company's affiliate in North Carolina and quarterly Call Center Performance Metrics reporting provided by the Company's affiliate in North Carolina. For gas operations, the Commission ordered DESC to file a quarterly service quality report with the same service quality metrics provided by the Company's affiliate in Utah. By Order No. 2019-394, dated May 29, 2019, the

Commission approved certain modifications to the quarterly reports to properly reflect the processes in place in South Carolina.

In compliance with Order Nos. 2018-804 and 2019-394, enclosed herewith is the quarterly service quality report for DESC's electric and gas operations for the quarter ending December 31, 2020. The Company has discovered that the "Average Speed of Answer (live voice- and technology-handled calls)" metric was reported in error in prior reports, including the initial benchmark. The 2018 year-end benchmark, the 2019 year-end value, and the 2020 Q1 through Q3 values have been restated in the current report. See page 3 and Note 1 on page 3 of the attached report.

By copy of this letter, DESC is providing the other parties of record with a copy of the quarterly service quality reporting.

If you have any questions, please do not hesitate to contact us.

Very truly yours,



Matthew W. Gissendanner

MWG/kms  
Enclosures

cc: All parties of record in Docket No. 2017-207-E  
All parties of record in Docket No. 2017-305-E  
All parties of record in Docket No. 2017-370-E  
(all via electronic mail only w/enclosures)

# Service Quality Standards Monitoring and Reporting

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# Overall Impressions

Dominion Energy South Carolina	2019 Year-End	Data Source	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020 Year-End
Once you consider the safety, reliability, cost, billing and payment processes, and customer service, how would you rate your overall satisfaction with Dominion Energy South Carolina operational performance?	7.29	Market Strategies	7.76	7.37	7.70	7.78	7.66
Offers reasonable rates for the services it provides.	6.09	Market Strategies	6.72	6.36	6.63	6.53	6.57
Communicates information that matters to me.	6.76	Market Strategies	7.12	6.75	7.22	7.01	7.03
Avoids lengthy service interruptions or outages.	7.25	Market Strategies	7.68	7.11	7.45	7.40	7.42
Is ethical in its dealings with customers.	6.19	Market Strategies	6.79	6.42	7.05	6.74	6.76
Is dedicated to the safety of its employees and the community.	6.88	Market Strategies	7.21	6.82	7.24	7.06	7.09
Cares about my local community.	6.05	Market Strategies	6.67	6.24	6.60	6.61	6.54

## Notes:

Measures reflect the sentiments of Dominion Energy South Carolina customers, without respect to fuel type.

Market Strategies scoring based on 0-10 scale, 10 being the most positive.

# Customer Care

Dominion Energy South Carolina	2019 Year-End	Data Source	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020 Year-End
Percentage of calls answered within 60 seconds after customer chooses menu option.	76.49%	Automated Call Distribution System	80.15%	87.64%	89.57%	69.54%	81.10%
Percentage of emergency calls answered within 60 seconds by agent.	93.88%	Automated Call Distribution System	96.49%	93.33%	98.50%	98.10%	96.47%
Average Speed of Answer (live voice- and technology-handled calls). <sup>1</sup>	52.63	Automated Call Distribution System/IVR	40.47	28.47	19.98	71.60	41.48
Answer Rate (live voice-handled calls).	91.52%	Automated Call Distribution System	94.02%	95.09%	97.31%	92.53%	94.60%
Amount of time talking with customer and completing request. (AHT)	5:11	Automated Call Distribution System	5:32	6:29	6:36	6:45 <sup>2</sup>	6:19 <sup>2</sup>

## Notes:

<sup>1</sup> In prior reports, including initial 2018 benchmarks, Average Speed of Answer (live voice- and technology-handled calls) was reported in error due to an incorrect spreadsheet reference. The values have all been restated and the 2018 year-end benchmark was 46.42, instead of the previously reported 35.39.

<sup>2</sup>Q4/Year-End 2020 - Average Handle Time (AHT) remains elevated as a result of:

- Customers utilize self-service features (web, mobile app & interactive voice response system) for less complex requests leaving more complex calls in voice channel.
- Disconnects for Non-Payment resumed September 25, 2020 resulting in longer customer discussions related to COVID 19 credit impacts.
- Gas Order calls require review of COVID 19 protocols for all on-premise service.

# Customer Care Continued

Dominion Energy South Carolina	2019 Year-End	Data Source	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020 Year-End
How satisfied were you with the automated system?	7.60	IVR Satisfaction Survey	8.53	8.38	8.55	8.33	8.44
2019: How satisfied were you with the overall service provided by the representative with whom you last spoke?  2020: Overall, how satisfied are you with this experience?	8.54	Post Call Survey	8.99	9.35	9.20	9.06	9.10
How satisfied were you with the level of courtesy offered by the representative you last spoke with?	8.67	Post Call Survey	9.40	9.63	9.65	9.54	9.56
How satisfied were you with the representative taking responsibility for addressing your question or concern?	8.58	Post Call Survey	9.34	9.59	9.56	9.42	9.49
How satisfied were you with the representative's ability to offer information, options, or solutions?	8.50	Post Call Survey	9.26	9.52	9.50	9.34	9.41
Has the issue now been resolved? (Y/N)	87.12%	Post Call Survey	87.80%	90.60%	87.50%	90.16%	88.94%

## Notes:

IVR Satisfaction Survey scoring based on 1-10 scale, 10 being very satisfied. IVR satisfaction survey implemented September 2019.

2019 Post Call Survey scoring based on 1-9 scale, 9 being very satisfied.

2020 Post Call Survey moved to 1-10 scoring range scale, 10 being very satisfied.

Dominion Energy suspended all disconnects for nonpayment to residential and commercial customers in response to COVID 19 on March 13, 2020. Effective September 25, 2020 disconnects resumed for nonpayment.

# Customer Affairs

Dominion Energy South Carolina	2019 Year-End	Data Source	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020 Year-End
Respond to PSC complaint by response request date or within 5 business days if no date is specified in the request.	100%	Internal Report	100%	100%	100%	100%	100%

**Note:**  
Commission provides complaint to legal/regulatory team, and company responds by date requested or within 5 business days if no date is specified in the request.

# Billing

Dominion Energy South Carolina	2019 Year-End	Data Source	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020 Year-End
Read each meter monthly.	99.9%	Internal Report	99.9%	99.9%	99.9%	99.9%	99.9%
Percentage of corrected bills. <sup>1</sup> (# corrected bills/number bills rendered)	0.06%	Internal Report	0.03%	0.01%	0.02%	0.02%	0.02%
Send corrected statement to customer within 5 business days.	99.9%	Internal Report	100%	100%	99.8%	99.9%	99.9%
Percentage of adjustment requests completed within 5 business days. <sup>2</sup>	99.9%	Internal Report	99.9%	99.9%	99.7%	99.4%	99.7%

## Notes:

<sup>1</sup> Corrected bills – bills sent to the customer, corrected, and then resent to the customer as a “Corrected Bill”. Examples: misreads, stopped meters, crossed meters, estimated bills, etc. When time does not allow correction in same billing month, correction is completed during next billing month with correction noted on the bill.

<sup>2</sup> Excludes 4,900 Industrial secured rate accounts . Email communications with Account Manager, Large Customer Billing and Field/Meter technicians are used in lieu of work tasks within CIS.



# Gas Operations – Service Calls

Dominion Energy South Carolina	2019 Year-End	Data Source	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020 Year-End
How satisfied were you with the Service Rep showing respect for your home and property?	4.77	Field Svcs Satisfaction Survey	4.86	4.90	4.92	4.88	4.89
How satisfied were you with the Service Rep being knowledgeable?	4.72	Field Svcs Satisfaction Survey	4.79	4.89	4.83	4.82	4.83
How satisfied were you with the Service Rep being respectful of your time?	4.68	Field Svcs Satisfaction Survey	4.75	4.85	4.86	4.86	4.83
How satisfied were you with the Service Rep getting the job done right?	4.72	Field Svcs Satisfaction Survey	4.78	4.89	4.85	4.84	4.84
How would you rate the overall service you received from the Dominion Energy South Carolina Field Service Rep?	4.64	Field Svcs Satisfaction Survey	4.74	4.85	4.82	4.76	4.80

Note:

Field Services Satisfaction Survey scoring based on 1-5 scale, 5 being the most positive.

# Gas Operations – Service Calls - Continued

Dominion Energy South Carolina	2019 Year-End	Data Source	Q1 2020	Q2 2020	Q3 2020	Q4 2020	2020 Year-End
Emergency calls - company representative is onsite within 1 hour of call.	88.0%	Internal Data	88.3%	91.4%	91.6%	90.6%	90.4%
Unblock meter same or next business day. <sup>1</sup>	99.0%	Internal Data	99.6%	98.6%	98.9%	98.8%	98.8%
New set orders worked within 1 business day of release received. <sup>2</sup>	89.7%	Internal Data	92.9%	93.1%	92.3%	90.7%	92.6%
Set old location orders worked within 1 business day. (or if a release is needed – once release is received)	98.3%	Internal Data	98.1%	96.3%	93.3%	94.7%	94.7%
Keeping customer appointments.	92.2%	Internal Data	92.6%	96.9%	94.0%	92.1%	94.7%
Restore interrupted service caused by system failure within 1 business day. (except for service interruptions caused by natural disasters, force majeure events and significant third-party actions)	100%	Internal Data	100%	100%	100%	100%	100%

## Notes:

Gas operations measures are provided for gas service interactions only.

<sup>1</sup> Unblock meter and set old location order percentages data does not include turn down orders.

<sup>2</sup> New sets includes sets turned down for various issues (customer not ready, pressure regulators not installed, etc. due to a process change that affected our metrics)

# Gas Operations – Customer Safety

Dominion Energy South Carolina	2019 Year-End	Data Source	2020 Year-End
Line breaks caused by excavation damages. (all parties)	1458	Internal Data	
Number of gas leaks per 100 miles of distribution gas main.	5.7	DOT Reports	
Number of gas leaks per 100 miles of distribution gas service line.	43.2	DOT Reports	
Number of gas leaks per 100 miles of transmission gas main.	0.4	DOT Reports	
Number of damages per one thousand SC811 locate tickets.	3.7	Internal Data	

Note:

**Data produced on an annual basis. 2020 Year-End data available March 15, 2021.**

# SAIDI-SAIFI

SAIDI	Period	Excluding Major Storms	Including Major Storms
	Year End 2016	91	1390
	Year End 2017	82	330
	Year End 2018	96	166
	Year End 2019	78	530
	Year End 2020	88	141
	<b>5 Year Average Annual SAIDI</b>	<b>87</b>	<b>511</b>
	1Q20	12	17
	2Q20	31	79
	3Q20	27	27
	4Q20	18	18
	<b>Total for last 12 Months/4 Qtrs.</b>	<b>88</b>	<b>141</b>

SAIFI	Period	Excluding Major Storms	Including Major Storms
	Year End 2016	1.27	2.75
	Year End 2017	1.14	1.85
	Year End 2018	1.37	1.80
	Year End 2019	1.03	1.92
	Year End 2020	1.17	1.40
	<b>5 Year Average Annual SAIFI</b>	<b>1.20</b>	<b>1.94</b>
	1Q20	.15	.19
	2Q20	.40	.59
	3Q20	.38	.38
	4Q20	.24	.24
	<b>Total for last 12 Months/4 Qtrs.</b>	<b>1.17</b>	<b>1.40</b>